PHONEMATE.

3800 ANSWERING MACHINE EASY TO USE OWNER'S GUIDE

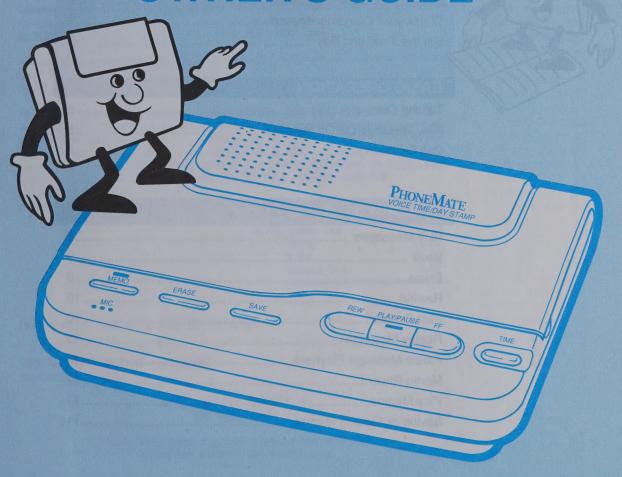


TABLE OF CONTENTS

Safety Instructions2

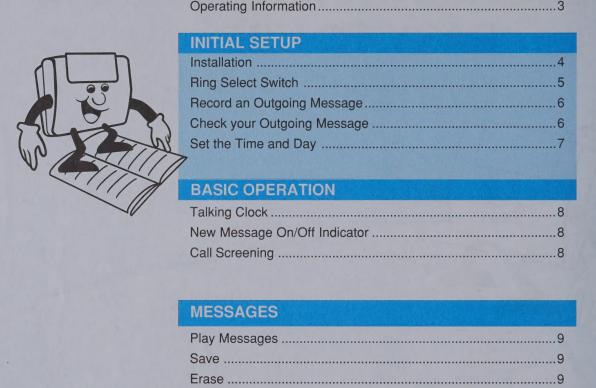
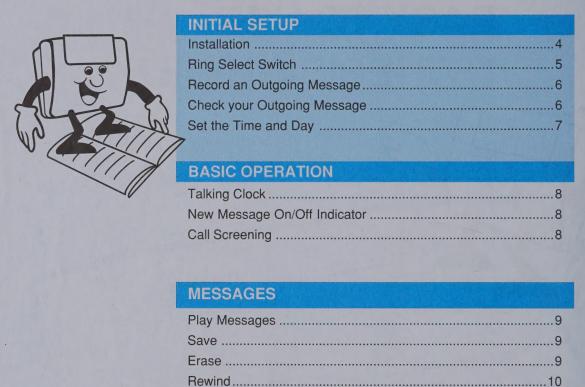


TABLE OF CONTENTS



REMOTE OPERATION Retrieve Messages12 Reset Tape12 Replay Messages12 Save Messages13 Remote Turn On......13 Message Retrieval when Tape is Full13 **ADDITIONAL INFORMATION** Power Failure Recovery14 Playing Messages After a Power Failure14 Limited Warranty17 FCC Requirements - User Instructions20 Accessory Order Form21

IMPORTANT SAFETY INSTRUCTIONS



INSTALLATION INSTRUCTIONS

- 1. Never install telephone wiring during a lightning storm.
- 2. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- 3. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- 4. Use caution when installing or modifying telephone lines.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- 1. Read and understand all instructions.
- 2. Follow all warnings and instructions marked on the product.
- 3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- 4. Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.
- 5. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
- 6. Slots and openings in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on the bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in an enclosed environment unless proper ventilation is provided.
- 7. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
- 8. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
- Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage
 points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the
 product.
- 10. To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electric shock when the appliance is subsequently used.
- 11. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - A. When the power supply cord or plug is damaged or frayed.
 - B. If liquid has been spilled into the product.
 - C. If the product has been exposed to rain or water.
 - D. If the product does not operate normally by following the operating instructions. Adjust only those controls, that are covered by the operating instructions because improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
 - E. If the product has been dropped or the cabinet has been damaged.
 - F. If the product exhibits a distinct change in performance.
- 12. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- 13. Do not use the telephone to report a gas leak near the leak.

SAVE THESE INSTRUCTIONS

MOVING THE 3800

To relocate the 3800, unplug the AC ADAPTER from the wall outlet. If the AC ADAPTER PLUG is disconnected from the 3800 the time/day setting will be lost.

SINGLE TAPE SYSTEM

The 3800 is a single cassette answering machine. Your outgoing and incoming messages are stored on one microcassette. With this design, it is normal operation for the tape to reposition itself before callers can leave a message. If you have long messages on the tape it could take several seconds for the tape to reset and the 3800 to record new messages. The caller will hear a continuous tone while the tape resets.

AUTO EXTENSION DISCONNECT

You can answer a call from any extension phone connected to the same line as the answering machine. The 3800 will automatically stop playing the outgoing message or stop recording. If it does not stop, briefly press and release the hook-switch on the extension phone.

REMOTE OPERATION

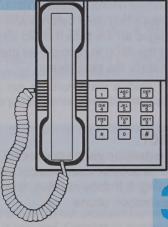
You can access the 3800 using a true touchtone telephone when you are away from the home or office. Touchtone telephones are always push button style and when connected to the phone line, will emit a continuous beep as long as the button is pressed. However, not all push button telephones are true touchtone. Some apparent touchtone phones only emit a short burst tone or a pulse tone similar to a rotary phone rather than a continuous tone. If you do not have access to a touchtone phone for Remote Operation, use PhoneMate's "Touchtone Dialer." To order one, use the Accessory Order Form on page 21 of this owner's guide.

INSTALLATION &

CONNECT YOUR 3800



CONNECT the cord from your telephone to the 3800's outlet labeled "To Telephone."



CONNECT the AC
Adapter Plug into the AC
Adapter Outlet on the
back of the 3800.
LOOP the cord through

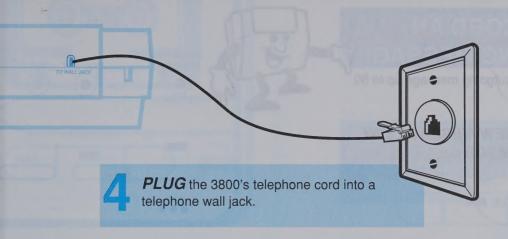
LOOP the cord through the AC Adapter Cord Holder to prevent accidental disconnection.

PLUG the AC Adapter into an electrical wall outlet. The NEW MESSAGE ON/OFF and RECORD INDICATORS flash rapidly and the tape resets.



SWITCH SETTING

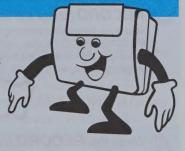




RING SELECTION

Set the RING SELECT SWITCH to 2, 4 or TS to select the number of rings before the 3800 answers.





- 2 = The 3800 will answer on the second (or third) ring.
- 4 = The 3800 will answer on the fourth (or fifth) ring.
- TS = When calling from a remote location, tollsaver will help eliminate toll charges by letting you know if there are any new messages before the 3800 answers. When set to TS the 3800 answers on:

Second (or third) ring = NEW messages

Fourth (or fifth) ring = NO new messages



RECORD/CHECK THE OUTGOING MESSAGE

RECORD AN OUTGOING MESSAGE

You can record an outgoing message up to 60 seconds in length.

1

Be sure the **NEW MESSAGE ON/ OFF INDICATOR** is lit.



Set the VOLUME CONTROL at the midpoint (located on right side.)
NOTE: The sound level is automatically adjusted when the outgoing message is played over the phone line.

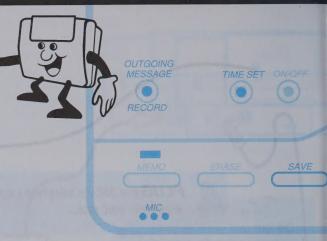
Press OUTGOING MESSAGE
RECORD (under the lid.)NOTE: If you hear three beeps after pressing OUTGOING MESSAGE RECORD, play and erase all messages before recording a new outgoing message.

MESSAGE
MESSAGE
MESSAGE
MESSAGE



When the **RECORD INDICATOR**lights, begin speaking about 6 - 8" from the microphone.

Press OUTGOING MESSAGE
RECORD again after you have finished speaking.



The outgoing message replays automatically and the 3800 resets to answer phone calls.

Hi, you have reached...

CHECK YOUR OUTGOING MESSAGE

You can listen to your outgoing message anytime.

Hold down **SAVE** and then press **OUTGOING MESSAGE RECORD**. When you release the buttons, the 3800 will play your outgoing message and reset

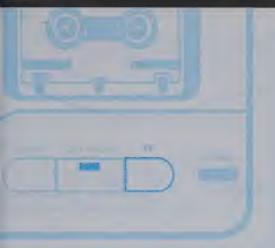
to answer new calls. NOTE: Press SAVE first, otherwise you may record over the outgoing message. If you hear three beeps, no outgoing message has been recorded.

SAVE

OUTGOING MESSAGE Hi, you have reached...



SET THE TIME & DAY



Press **TIME SET** again.

Press **FAST FORWARD** to move the hour forward.

3:00 AM

4:00 AM

SET THE TIME & DAY



Set the current time and day. The 3800 will "stamp" each message with the time and day. Press **TIME SET** again.

Press **FAST FORWARD** to move the time forward. NOTE: Wait for the synthesized voice to announce each minute before continuing. Press and hold **FAST FORWARD** to move the time forward in 10 minute blocks.

Press TIME SET (under the lid.)

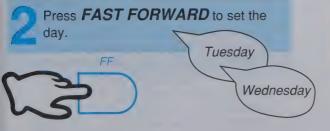
TIME SET

Monday

Press **TIME SET** again to end. The day and time will be announced.

Wednesday, 3:20 p.m.

10



CLOCK, NEW MESSAGE ON/OFF INDICATOR, CALL SCREENING

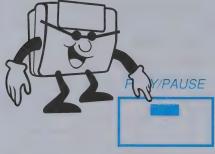
TALKING CLOCK

A synthesized voice will announce the time and day.

Press **TIME** to hear the current time and day. NOTE: If you hear three beeps, reset the time. Wednesday, TIME 3:35 p.m.

NEW MESSAGE ON/OFF INDICATOR

The NEW MESSAGE ON/OFF INDICATOR has four settings.



- 1. **ON** = the answering machine is on.
- 2. **OFF** = the answering machine is off.
- 3. **NEW MESSAGE INDICATOR** = the light flashes quickly when new messages have been recorded and not played.
- 4. SAVED MESSAGE INDICATOR = the light flashes slowly when messages have been played and saved.



CALL SCREENING

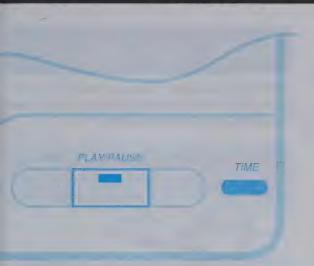
When your phone rings, the 3800 will answer the call if the machine is on. You can hear your outgoing message and your caller's message through the speaker.



- Adjust the VOLUME CONTROL (located on the right side.)
- If you wish to speak to your caller, pick up any extension phone. The 3800 will automatically stop recording. If it does not stop, briefly press and release the hook-switch on the extension phone.

PLAY, SAVE & ERASE MESSAGES





PLAY MESSAGES

When messages have been recorded the NEW MESSAGE ON/OFF INDICATOR flashes. A synthesized voice will announce the time and day each message was received if the time/day stamp has been set.

Adjust the **VOLUME CONTROL** (located on the right side.)

Press PLAY/PAUSE.

PLAY/PAUSE

The tape will reset and play your messages. NOTE: If you do not save or erase messages, the 3800 will automatically reset to record new messages over the old messages.

Hi, this is Sue, give me a call... Thursday, 6:35 pm

SAVE MESSAGES

You can save all messages during message playback or up to 7 seconds after the last message has played.

Press **SAVE**. You will hear a high-pitch beep.



All messages will be saved after the last message has been played.

ERASE MESSAGES

You can erase all messages during message playback or up to 7 seconds after the last message has played.



Press **ERASE**. You will hear a low beep.



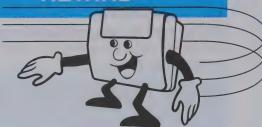
All messages will be erased after the last message has been played.

NOTE: If you change your mind, you can press SAVE within 7 seconds after pressing ERASE, to save all messages.



MESSAGE REWIND, FAST FORWARD, REPLAY & PAUSE

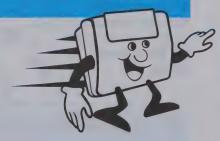
REWIND



Press and hold **REWIND**. The tape will rewind as long as the button is pressed.



FAST FORWARD



Press and hold **FAST FORWARD**.

The tape will fast forward as long as the button is pressed.



REPLAY MESSAGES

After the tape resets, messages that have not been erased can be replayed as long as no new messages have been received.

Press PLAY/PAUSE.



PAUSE MESSAGE PLAYBACK

You can temporarily pause message playback up to 5 minutes. The 3800 will not answer calls or record phone messages in the "pause" mode.

Press **PLAY/PAUSE**.



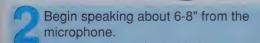
Press **PLAY/PAUSE** again to resume listening to messages.

NOTE: If you leave the 3800 in "pause" mode, it will automatically reset to answer calls after 5 minutes and all messages will be saved.

MEMO RECORD

You can record a memo for another household member or a reminder for yourself. The memo will be stamped with the time and day it was recorded.

Press **MEMO**. Wait for the **RECORD INDICATOR** to light and listen for the beep.



Press **MEMO** again after you finish speaking.

PLAYING MEMOS

Recorded memos are played with the incoming messages in the order in which they were recorded.

Press **PLAY/PAUSE** to listen to the memo.



SAVING OR ERASING

MEMOS

Press **SAVE** or **ERASE** anytime during message playback or within 7 seconds after the beep to save or erase your memos. The 3800 automatically resets to receive new calls.

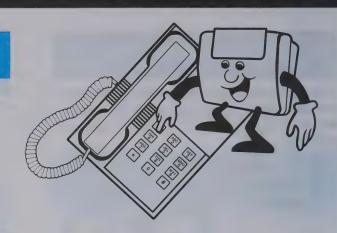


PLAY/PAUSE

REMOTE OPERATION

REMOTE OPERATION

You can use Remote Operation from most touchtone phones to retrieve, replay, save and erase messages. (See page 3 for Remote Operation without a touchtone phone.) The 2-digit Remote Access Number allows you to access the 3800 when you are away from your home or office. The Remote Access Number is printed on the inside of the 3800 cassette lid.



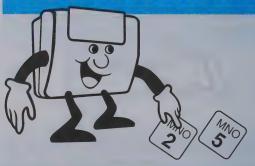
RETRIEVE MESSAGES

- Call the answering machine.
- After the beep, **ENTER** your 2-digit remote access number. NOTE: Press each key for at least 2 seconds.
- The tape rewinds and your messages will be played.
- After all messages play, you will hear a series of beeps. Select an option within 7 seconds or hang up.

RESET THE 3800

Hang up and the 3800 will reset to record new messages over old messages. Once a new message has been recorded, all old messages will be lost.

REPLAY MESSAGES



Enter your 2-digit remote access number during the beeps and the 3800 will replay your messages. NOTE: Press each key for at least 2 seconds.



Press the **FIRST DIGIT** of your remote access number during the series of beeps. The beep pitch will change to a high tone to confirm your action. NOTE: Press the key for at least 2 seconds.

ERASING MESSAGES

Press the **FIRST DIGIT** of your remote access number during the high-pitch beeps. The beep pitch will change to a low tone to confirm your action. NOTE: In Remote Operation, messages must be saved first before they can be erased.

MESSAGE RETRIEVAL WHEN TAPE IS FULL

When you call in to retrieve messages and the message tape is full, you will hear your outgoing message, a long beep and then three short beeps.

- Enter your 2-digit remote access number.
- The tape rewinds and all messages on the tape are played.
- After the last message has played, choose other remote options or hang up to reset the machine.



If you leave your home or office without turning the 3800 on, you can do so from any telephone.

Call and let your phone ring 15 times or more. You will hear a series of beeps confirming that the 3800 is now turned on.



POWER FAILURE

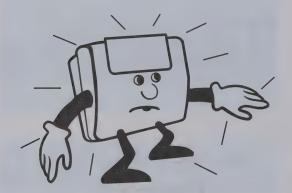
POWER FAILURE RECOVERY

During a power failure the incoming messages will be protected for up to 5 minutes and the time will not advance.

The outgoing message will be protected, regardless of the power failure duration.

After 5 minutes, the NEW MESSAGE ON/OFF and RECORD INDICATORS will flash rapidly. Old messages can be played until a new message is recorded. The new messages will not be stamped with the time and day.

Press TIME to check the time after a power failure. Three beeps indicate that the time needs to be reset.



PLAYING MESSAGES AFTER A POWER FAILURE

If there has been a power failure, the NEW MESSAGE ON/OFF and RECORD INDICATORS flash rapidly. If this happens:

Press PLAY/PAUSE.



The 3800 will play your incoming messages.

Press **SAVE** followed by **ON/OFF** during message playback to save messages.

OR

Press *ON/OFF* (under the lid) twice to stop message playback and reset the 3800. New messages will be recorded over old messages.

ADDITIONAL INFORMATION

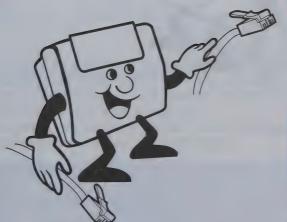


CAUTION: Play messages before cleaning and then disconnect the 3800 from the power outlet before cleaning.

To assure high performance, periodically clean the tape heads and capstan whenever you notice an accumulation of dust and red-brown oxide particles. Use a cotton swab moistened with isopropyl alcohol. Be sure no alcohol touches rubber parts, as it tends to dry and

eventually crack the rubber. Use a damp cloth or sponge to clean the cabinet. A mild soap, like dishwashing detergent, will

help remove grease or oil. Do not spray cleaner directly onto the machine. Cleaners should only be used on the plastic surfaces. If they get into the mechanism or speaker they may damage the machine.



TWO LINE INSTALLATION

Two-line installations may require a two-line T-adapter for your machine to operate correctly. The T-adapter allows you to connect your machine to Line 1 or Line 2. The 3800 will only answer one line at a time.

MULTI-LINE INSTALLATION

Installations with more than two lines, such as business PBX or Key Systems, may require a separate RJ11 jack for answering machines. Please contact your telephone equipment provider for additional information.

MICROCASSETTE

REPLACING THE MICROCASSETTE

If it becomes necessary to remove or replace the microcassette, be sure to play messages first:

Press *ON/OFF* (under the lid.) Be sure the 3800 is turned off.

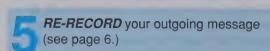
ON/OFF

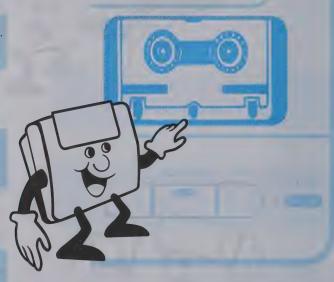


Gently lift the tape out, from the front first.

Install the new microcassette.

Press **ON/OFF** again to turn the machine on.





LIMITED WARRANTY

IMPORTANT! SALES SLIP OR EVIDENCE OF PURCHASE DATE REQUIRED

This limited warranty gives you specific legal rights; you may also have other rights which vary from state to state.

The limited warranty is extended only to the original consumer of a PhoneMate product and is valid only with respect to consumers within the United States of America and Canada. Subject to the following conditions, should this product prove defective by reason of improper workmanship of material:

During the period of one (1) year from the date of original purchase, PhoneMate will repair or, at its option, replace the product without charge for parts or labor.

This limited warranty does not apply: (a) to any product damaged by accident, misuse, improper line voltage, lightning, fire, water, or other acts of nature, (b) if the product is altered or repaired by anyone other than PhoneMate, Inc. or one of its authorized warranty stations or if the FCC-approved connector plugs are removed. This limited warranty does not cover tapes or broken or marred cabinets. Except to the extent prohibited by applicable law, all implied warranties made by PhoneMate in connection with this product are limited in duration to a period of one (1) year from the date of original purchase, and no warranties, whether expressed or implied, shall apply to this product after said period.

Should this product prove defective in workmanship or material, the consumer's sole remedies shall be such repair or replacement as is herein-above provided. Under no circumstances shall PhoneMate be liable for any loss or damage, direct, consequential, or incidental arising out of the use of or inability to use this product.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusion may not apply to you.

In order to obtain warranty service, you must provide evidence of purchase date. For your convenience, keep the dealer's dated bill of sale or delivery ticket as evidence of the purchase date.

To obtain the name of the authorized PhoneMate service facility, call PhoneMate's HelpLine at (410) 686-2885 or (310) 320-9810.

If you live in an area that is highly susceptible to electrical storms, you may want to purchase a Lightning Arrestor. The Lightning Arrestor attaches to your answering machine and if lightning causes a surge through your phone line, the arrestor will help suppress the surge of electricity which may cause damage to your unit.

To purchase your Lightning Arrestor, use the attached Accessory Order Form or call PhoneMate's Parts Department toll free: 1-800-322-9995.

FACTORY SERVICE CENTERS

20665 Manhattan Place Torrance, CA 90501 (310) 328-6453 8805 Kelso Drive Baltimore, MD 21221 (410) 391-0974

ROUBLESHOOTING



The beep after your outgoing message seems too long.

Each recorded message will lengthen the beep while the tape resets to take the next message. This is normal operation for a single cassette answering machine. Play and erase your messages frequently to eliminate a long beep.

There is an operator recording or a dial tone between messages.

The caller hung up without leaving a message.

There is a high pitched sound during Call Screening.

This is FEEDBACK from the speaker. Lower the volume control to eliminate the noise.

You hear three beeps when you try to record an outgoing message.

Be sure to play and erase messages before recording a new outgoing message.

No sound from the speaker.

Check the volume control. It may have been turned down.

You are unable to retrieve messages using a touchtone phone.

See "Remote Operation", page 12.

The sound is distorted during playback.

Check the tape. It may be damaged or worn.

Also clean the tape head and capstan (See CARING FOR YOUR ANSWERING MACHINE page 15.)

If this does not remedy the problem, you may need to replace the tape (see replacing the microcassette, page 16.)

After several attempts, the 3800 will not operate properly.

Unplug the AC ADAPTER PLUG from the back of the 3800 for 10 seconds. The time/day setting will be lost, but the 3800 will reset.

If this action does not fix the problem, call the PhoneMate Helpline. PhoneMate's helpline staff can often resolve problems or recommend service when needed. Unless you live close to a PhoneMate Service Center, you may need to mail your machine to PhoneMate for repair. You should:

- 1. Package the unit in its original box or a comparable package.
- 2. Include a clear and specific explanation of the problem.
- 3. Include your name, address, and phone number.
- 4. Provide a legible photocopy of the dated store receipt for warranty purposes.

FACTORY SERVICE CENTERS 20665 Manhattan Place Torrance, CA 90501 (310) 328-6453 8805 Kelso Drive Baltimore, MD 21221 (410) 391-0974



Should you have additional questions, please call PhoneMate's HelpLine at (310) 320-9810 (west coast) or (410) 686-2885 (east coast) for assistance.



FCC REQUIREMENTS USER INSTRUCTIONS

- 1. This equipment complies with Part 68 of the FCC rules. On the bottom of this equipment is a label that contains, among other information, the FCC registration number and Ringer Equivalence Number (REN) for this equipment. If requested, provide this information to your telephone company.
- 2. The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your number is called. In most, but not all areas, the sum of the RENs of all devices should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.
- 3. If your answering machine causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice isn't practical, you will be notified as soon as possible. You will be advised of your right to file a complaint with the FCC.
- 4. Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice so as to give you an opportunity to maintain uninterrupted service.
- 5. If there is a problem with this unit, the telephone company may ask you to disconnect this equipment from the network until the problem has been corrected or you are sure that the equipment is not malfunctioning.
- 6. Repairs can only be made by the manufacturer or an authorized service agency. Unauthorized repairs void registration and warranty. Contact seller or manufacturer for details of permissible user-performed routine repairs, and where and how to have other than routine repairs made.
- 7. This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs. (Contact your state public utility commission or corporation commission for information.)

Jack: RJ11 Ringer Equivalence: 0.0A, 0.0B

PhoneMate, Inc. 20665 Manhattan Place, Torrance, CA 90501

This equipment generates and uses radio frequency and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. It has been tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: reorient the receiving antenna, relocate the PhoneMate with respect to the receiver, move the PhoneMate away from the receiver, plug the PhoneMate into a different outlet so that the PhoneMate and receiver are on different branch circuits. If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions. The user may find the following booklet prepared by the Federal Communications Commission helpful: "How to Identify and Resolve Radio-TV Interference Problems." This booklet is available from the US Government Printing Office, Washington, D.C. 20402, Stock No. 004-000-00450-7.

ACCESSORIES

To order accessories for your 3800 answering machine, simply cut out this order form, fill in the appropriate information and send it with payment (check, money order or credit card information) to:

PhoneMate Parts Department P.O. Box 2914 Torrance, CA 90509-2914 or Call: 1-800-322-9995

Description	Part No.	Price	Qty.	Total
Lightning Arrestor - Helps protect telephone answering machines from damage caused by lightning strikes to the telephone line. <i>Recommended for areas prone to electrical storms.</i>	2700140	19.95		
30 Minute Microcassette - For recording incoming messages.	2601008	5.95		
AC Adapter - For Model 3800	1601041	13.50		
Touchtone Dialer - Activates the beeperless remote operation in areas where true touchtone is not available or from cellular phones.	2001018	19.95		
Modular Duplex T-Adapter - Converts a single modular telephone jack to a double jack.	2700156	5.95		
Modular Two Line T-Adapter - Splits one RJ14 two line jack into two RJ11 single line jacks.	2700135	5.95		
A+A1 Light Control - When using this answering machine with a business phone system, this accessory enables the in-use indicator at a receptionist's console to light when the phone is off-hook.	2701180	6.95		
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